



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

February 7, 2018

Philip L. Browning, Director  
Los Angeles County Department of Children & Family Services  
425 Shatto Place, Room 600  
Los Angeles, CA 90020

Dear Mr. Browning:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of July 24-28, 2017. Enclosed is the final report on the review. We apologize for the delay.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/inforesources/Civil-Rights>

If you need technical assistance in the development of your CAP, please feel free to contact Elsa Vazquez at (916) 654-2110. You may also contact us by e-mail at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

Sincerely,

***Original signed by Civil Rights Chief***

Lee Macias, Civil Rights Manager  
Civil Rights Unit  
Welfare to Work Division

Enclosure

c: Lynne Bowles Condon, Civil Rights Coordinator

Kim McCoy Wade, Chief  
CalFresh Policy Bureau

Francisco Verduzco, Chief  
Field Operations Bureau

Tami Gutierrez, Chief  
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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
LOS ANGELES COUNTY DEPARTMENT OF CHILDREN  
& FAMILY SERVICES  
Conducted on  
July 24-28, 2019**

**California Department of Social Services  
Human Rights and Community Services Division  
Civil Rights Bureau  
744 P Street, M.S. 8-16-70  
Sacramento, CA 95814  
(916) 654-2107**

**Reviewer: Elsa Vazquez**

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## **CIVIL RIGHTS COMPLIANCE REVIEW REPORT**

### **I. INTRODUCTION**

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Unit (CRU) staff was to assess the Los Angeles County Department of Children & Family Services (LADCFS) with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on July 24-28, 2017. An exit interview was held on July 28, 2017, to review the preliminary findings.

The review was conducted in the following locations:

<b>Name of Facility</b>	<b>Address</b>	<b>Programs</b>	<b>Non-English languages spoken by a substantial number of clients (5% or more)</b>
<b>Van Nuys Office</b>	<b>7555 Van Nuys Blvd, Van Nuys, CA</b>	<b>Children Family Services</b>	<b>Spanish</b>
<b>Santa Clarita Office</b>	<b>28490 Avenue Stanford, Santa Clarita, CA</b>	<b>Children Family Services</b>	<b>Spanish</b>
<b>Pasadena Office</b>	<b>532 E. Colorado Blvd., Pasadena, CA</b>	<b>Children Family Services</b>	<b>Spanish</b>
<b>Wateridge Office</b>	<b>5110 W. Goldleaf Circle, Los Angeles, CA</b>	<b>Children Family Services</b>	<b>Spanish</b>
<b>West Covina Annex Office</b>	<b>1373 E. Center Court Dr. Covina, CA</b>	<b>Children Family Services</b>	<b>Spanish</b>

## II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2017-18 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county. Headquarters and on-site review procedures included:
  - Interviews of public contact staff
  - Survey of civil rights coordinator
  - Survey of program managers
  - Case file reviews
  - Facility inspections
  - Discussion with community advocate groups. For this review the following organization(s) were contacted for feedback.
    - Alliance Children's Rights
    - American Civil Liberties Union
    - Center for Asian Americans
    - Children's Law Center of Los Angeles
    - NAACP
    - Los Angeles Dependency Lawyers, Inc.

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Program Accessibility for Clients with Disabilities (physical, mental, learning, visual or hearing impairment, etc.)
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

### Interviews Conducted of Public Contact Staff

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Children Social Workers	44	31
Lobby Receptionist/Screeners	3	1
<b>Total</b>	<b>47</b>	<b>32</b>

### Civil Rights Coordinator and Program Manager Surveys

Number of Program Manager surveys distributed	5
Number of surveys received	5
Number of Civil Rights Coordinator survey distributed	1
Number of surveys received	1

### Reviewed Case Files

English speakers' case files reviewed	5
Non-English or Limited-English speakers' case files reviewed	35
Languages of clients' cases	Armenian, ASL, Farsi, Korean, Khmer, Samoan, Spanish Mandarin
Reasonable Accommodation Cases	0

Sections III through IX of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section X evaluates the county's Call/Service Centers services provided to non-English speaking clients and clients with a disability.

Section XI reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section XII highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XIII of the report is reserved for a declaration of overall compliance.

### III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all

applicants, recipients, community organizations, and other interested persons, including non- and Limited-English speakers and those with impaired hearing or vision or other disabling conditions.

### A. Findings

<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Does the county accommodate clients by flexing/extending their hours?	<b>Yes</b>		Children Social Workers (CSW's) meet with families in their homes and after work hours to accommodate as needed.
Can clients, including those with disabilities, access services when unable to go to the office?	<b>Yes</b>		LADCFS website provides information of available services. The Child Protection Hotline is available 24 hrs.
Does the county ensure the awareness of available services for individuals in remote areas?	<b>Yes</b>		LADCFS website provides information of available services, and awareness is made through Newspaper articles, Schools, Faith Based and various Community Organizations.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (PUB 13 – 8/16)?		<b>No</b>	Based on staff interviews, most staff stated they were unaware of the PUB 13.
Is the pamphlet distributed and explained to each client at initial contact.		<b>No</b>	Based on staff interviews and case file reviews, the PUB 13 is not distributed and explained to clients.
Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukrainian, and Vietnamese?	<b>Yes</b>		The PUB 13 was available and displayed at each office site visited.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Is the PUB 13 available in large print (English and Spanish), CD, and Braille?	<b>Yes</b>		The office sites visited had the PUB 13 available in large print, CD and Braille.
Were the current versions of the required posters present in the lobbies?	<b>Yes</b>		The required posters were present in the lobbies.
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	<b>Yes</b>		

## **B. Corrective Actions**

<b>Informational Element</b>	<b>Corrective Action Required</b>
<b>Distribution of CDSS' Pub 13</b>	LADCFS shall ensure that the Pub 13 pamphlet, "Your Rights Under California Welfare Programs" is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility. <b>Div. 21-107.221</b>

## **B. Recommendation**

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	06/18
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website.

<http://www.cdss.ca.gov/civilrights/entres/forms/English/pub13.pdf>.

#### IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

##### A. Findings and Corrective Actions

##### 1. Facility Location: Van Nuys Office 7555 Can Nuys Blvd, Van Nuys

Facility Element	Findings	Corrective Action
Client entrance lobby door pressure	Lobby door pressure is excessive at 8 lbs.	<p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> <li>1. Interior hinged doors and gates: 5 lbs. max.</li> <li>2. Sliding or folding doors: 5 lbs. max.</li> <li>3. Required fire doors: the minimum opening force allowable by the appropriate</li> </ol>

Facility Element	Findings	Corrective Action
		administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) pg. 222
Men's Restroom	Accessible Signage on the door and wall are too low at 43".	<p>Men's toilet and bathing facilities shall be identified by an equilateral triangle, 1/4" thick with edges 12" long and a vertex pointing upward. (CA T24 11B-703.7.2.6.1) pg. 376</p> <p>The triangle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24 11B-703.7.2.6.1) pg. 376</p> <p>The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg. 376</p> <p>Where a door is provided the symbol shall be mounted within 1" of the vertical centerline of the door. (CA T24 11B-703.7.2.6) pg. 376</p>
Women's Restroom	Accessible Signage on wall is too low at 43".	The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg. 376

## 2. Facility Location: Santa Clarita Office 28490 Avenue Stanford, Santa Clarita

Facility Element	Findings	Corrective Action
<p>Additional signage or additional language below the symbol of accessibility <b>“Minimum Fine \$250”</b>.</p> <p>Parking</p>	<p>No <b>“Minimum Fine \$250”</b> was present for each accessible space.</p> <p>Van accessible &amp; Accessible spaces measurements were too short in length between 14’4” and 16’, they do not meet required ADA measurements.</p> <p>The signage on pavement does not clearly depict a wheelchair w/occupant. The signage was faded and needs repainting.</p>	<p>Additional language or an additional sign below the International Symbol of Accessibility shall state <b>“Minimum Fine \$250”</b>. (CA T24 11B-502.6.2) pg. 158</p> <p>Van Parking Space Min. Dimensions: 12’ wide by 18’ long. (CA T24 11B-502.2) (ADA 502.2) pg. 167</p> <p>Parking space min. dimensions: 9’ wide by 18’ long. (CA T24 11B-502.2) (ADA 502.2) pg. 166</p> <p><i>Exception:</i></p> <p>Van parking spaces shall be permitted to be 9’ wide (min.) where the access aisle is a min. of 8’ wide. (CA T24 11B-502.2) (ADA 502.2) pg. 167</p> <p>The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36” wide x 36” high. (CA T24 11B-502.6.4.1) pg. 159</p> <p><u>OR</u></p> <p>...in white or a suitable contrasting color (CA T24 11B-502.6.4.2) pg. 159</p> <p>The centerline of the International Symbol of Accessibility shall be a max. of 6” from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the</p>

Facility Element	Findings	Corrective Action
		end of the parking space length. (CA T24 11B-502.6.4.2) pg. 159
Unisex Restroom	Pipes under sink are not securely insulated.	Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 372  There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) pg. 372

### 3. Facility Location: Pasadena Office, 532 E. Colorado Blvd., Pasadena

Facility Element	Findings	Corrective Action
1 <sup>st</sup> Floor entrance lobby door pressure	Door pressure is excessive at 8 lbs.	The force for pushing or pulling open a door or gate other than fire doors shall be as follows:  1. Interior hinged doors and gates: 5 lbs. max.  2. Sliding or folding doors: 5 lbs. max.  3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) pg. 222
2 <sup>nd</sup> Floor door pressure	Door pressure is excessive at 8 lbs.	
Elevator Audible/Visual elevator indicators	There is a visual elevator indicator and no audible signal.	A visible and audible signal shall be provided at each hoistway entrance to indicate which car is answering a call and the car's direction of travel.

Facility Element	Findings	Corrective Action
		<p>(CA T24 11B-407.2.2.1) (ADA 407.2.2.1) pg. 242</p> <p>Visible signal fixtures shall be centered at 72" min. above the finish floor or ground. (CA T24 11B-407.2.2.2) (ADA 407.2.2.2) pg. 242</p> <p>Audible signals shall sound once for the up direction and twice for the down direction, or shall have verbal annunciators that indicate the direction of elevator car travel. (CA T24 11B-407.2.2.3) (ADA 407.2.2.3) pg. 242</p>
Client Interview Room	Door pressure is excessive at 8 lbs.	<p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> <li>1. Interior hinged doors and gates: 5 lbs. max.</li> <li>2. Sliding or folding doors: 5 lbs. max.</li> <li>3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 &amp; 2)) pg. 222</li> </ol>
Men's Restroom	Door pressure is excessive at 10 lbs.	<p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> <li>1. Interior hinged doors and gates: 5 lbs. max.</li> </ol>



Facility Element	Findings	Corrective Action
		located on an accessible route. (CA T24 11B-603.5) pg. 382  All operable parts, including coin slots, shall be 40" max. above the finish floor. (CA T24 11B-603.5) pg. 382

**4. Facility Location:** Wateridge Office, 5110 W. Goldleaf Circle, Los Angeles

Facility Element	Findings	Corrective Action
North Parking Main Entrance	<p>Accessible wall parking signage is too low at 53".</p> <p>Accessible spaces by wall were too short in length at 14'5".</p> <p>Van access aisle is too short in length at 14'5".</p> <p>Van access aisle is not located on the passenger side.</p>	<p>Signs shall be 60" min. above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6) pg. 158</p> <p>Parking space min. dimensions: 9' wide by 18' long. (CA T24 11B-502.2) (ADA 502.2) pg. 166</p> <p>Access aisle min. dimensions: 5' wide by 18' long. (CA T24 11B-502.2) (ADA 4.6.3) pg. 167</p> <p><i>Exception:</i> Van parking spaces shall be permitted to be 9' wide (min.) where the access aisle is a min. of 8' wide. (CA T24 11B-502.2) (ADA 502.2) pg. 167</p> <p>Access aisles for van parking spaces shall be located on the passenger side of the parking spaces. (CA T24 11B-502.3.4) (ADA 502.3.4) pg. 167</p>
Unisex Restroom	Towel dispenser is too high at 43".	Where towel or sanitary napkin dispensers, waste receptacles, or other accessories are provided in toilet facilities, at

Facility Element	Findings	Corrective Action
		<p>least one of each type shall be located on an accessible route. (CA T24 11B-603.5) pg. 382</p> <p>All operable parts, including coin slots, shall be 40" max. above the finish floor. (CA T24 11B-603.5) pg. 382</p>

## **V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages if the forms and materials are provided by CDSS in that language, and that information inserted in notices of action (NOA) be in the individuals' primary language.

### A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Comments
Does the county identify a client's language need upon first contact? How?	Yes		Based on staff interviews, Children's Hotline staff or Emergency Response staff are to identify the client's language at initial contact. However, the reviewer found some cases were not coded or incorrectly coded.
Does the county use a primary language form?	Yes		DCFS 485 Primary Language Designation Form  Based on staff interviews and case file reviews, not all staff are aware of form and it is not being consistently used by all staff.
Does the client self-declare on this form?	Yes		In the cases reviewed where the DCFS 485 Primary Language Designation Form was used, the client self-declares.
Are non-English- or limited-English-speaking clients provided bilingual services?	Yes		Based on staff interviews, staff contact their Supervisor to request an interpreter.
After it has been determined that the client is Limited-English or non-English speaking, is there a county process for procuring an interpreter?	Yes		Based on staff interviews, staff do not have a clear understanding of the process.
Does the county have a contracted language line provider, a county interpreter list, or any other interpreter process?	Yes		Based on staff interviews, staff state they utilize the county interpreter list. However, the majority of staff including two Program Manager's were not even aware the county had a

Question	Yes	No	Comments
			language line provider available.
Is there a delay in providing interpretive services?	Yes		Based on staff interviews, it can take up to 1-2 days to provide an interpreter for uncommon languages.
Are county interpreters certified?	Yes		Based on staff interviews, there are some county interpreters that are not certified.
Does the county have adequate interpreter services?	Yes		
Does the county allow minors to be interpreters? If so, under what circumstances?	Yes		Agency policy 0070-501.10 When Clients Provide Their Own Interpreter, states a minor can be used as a last resort.
Does the county allow the client to provide his or her own interpreter?	Yes		Agency policy 0070-501.10, When Clients Provide Their Own Interpreter, outlines when a client can provide their own interpreter, however in staff interviews one staff stated they would not allow a client to provide their own interpreter but didn't mention why.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes		
Does the county use a Release of Confidentiality Information form for client-provided interpreters?	Yes		DCFS 74A Form - Interpreter Usage and Consent for Release of Information is available. However, based on staff interviews and case file review, staff are unaware of this form and/or do not use it.

Question	Yes	No	Comments
If there is not a Release of Confidentiality Information form, how and where is the client-provided interpreter documented?	<b>Yes</b>		See above comment.
Does the county use the CDSS-translated forms in the clients' primary languages?	<b>Yes</b>		
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	<b>Yes</b>		Based on staff interviews, not all staff are aware LADCFS provides auxiliary aides.
Does the county identify a client with a disability (physical, mental, or learning)?		<b>No</b>	<p>Family Background Forms (FB I, II, III), are completed at initial assessment and as much information as possible is obtained at this time to identify a client's disability.</p> <p>Based on staff interviews, and case file review, staff were unfamiliar with this process; on how to identify a client (Parent) with a disability.</p> <p><i>*This reviewer requested to view cases that a client (Parent), had indicated they have a disability and needed or requested a reasonable accommodation (R/A). No cases were available due to lack of being able to</i></p>

Question	Yes	No	Comments
			<p><i>retrieve/query these cases from the system.</i></p> <p>CSW's document when a child has a disability and these cases are immediately transferred to the Medical Unit, who handle cases specifically for children who are identified having a disability or medical need.</p>
Does the county assist clients with self-identifying a disability?	<b>Yes</b>		
Does the county have a policy and procedure in place for assisting clients with a disability (physical, mental, or learning)?		<b>No</b>	
Does the county offer reasonable accommodations to clients with a disability (physical, mental, or learning)?	<b>Yes</b>		Based staff interviews, cases with children who have a disability would be transferred to the Medical Unit and they would work to provide a reasonable accommodation. However, for cases when the parent is disabled staff did not mention any proces
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?		<b>No</b>	Based on this review; staff interviews and case file reviews, staff are unfamiliar or unaware of this policy.

## B. Corrective Actions

Area of Findings	Corrective Actions
<b>Effective Services</b>	LADCFS must develop and implement a policy that identifies the process to ensure effective services to

<b>Area of Findings</b>	<b>Corrective Actions</b>
	applicants and recipients who are non-English speaking and/or who have disabilities. <b>Div. 21-115</b>
<b>Timely Services</b>	LADCFS must ensure that bilingual/interpretive services are prompt <u>and without undue delay</u> . <b>Div. 21-115</b>
<b>Interpreter Services</b>	LADCFS must offer and provide free interpreter services using qualified interpreters. <b>Div. 21-104 q.(1) and 21-115</b>
<b>Use of Minors</b>	LADCFS shall only allow the use of a minor (under the age of 18 years) to temporarily act as an interpreter under extenuating circumstances or at the specific request of the applicant/recipient. <b>Div. 21-115.16</b>
<b>Interpretive Services and Accessibility</b>	LADCFS shall ensure that administrative practices do not have the effect of denying non-English speaking persons and individuals with disabilities equal access to and participation in the available programs and activities. <b>Div. 21-115.3</b>

#### **A. Recommendation**

LADCFS must ensure staff are trained in the provision for services to clients who are Non-English-Speaking or who have disabilities without undue delays. LADCFS must provide appropriate reasonable accommodations, auxiliary aids and services to ensure communication and program accessibility.

## **VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

#### **A. Findings from Case File Reviews and Staff Interviews**

<b>Documented Item</b>	<b>Children Services</b>
Ethnic origin documentation	Ethnicity is identified during the Emergency Response (ER) Referral or the initial home visit through Family Background Forms and then transferred into CWS/CMS.

Documented Item	Children Services
Method of identifying client's primary language	Client's primary language is identified during the ER referral. If caller is unaware of language, ER staff identifies the language during initial home visit. *Not all cases were coded accordingly to the client's primary language selection.
Method of documenting client's primary language	Method of documenting a client's primary language is in CWS-CMS, and the use of DCFS – 485 Primary Language Designation Form. In the case samples, the reviewer found cases that had been incorrectly coded on CWS-CMS as opposed to what was indicated on the DCFS – 485 Primary Language Designation Form. The form was not found in all cases reviewed.
Method of providing bilingual services and documentation	Case file reviews reveal that the method of providing bilingual interpretive services and the documentation of providing interpretive services is inconsistent. Staff are not documenting how interpretive services are being provided in case notes summary.
Client provided own interpreter	Documentation is inconsistent.
Method to inform client of potential problem using own interpreter	None found in cases reviewed
Release of information to Interpreter	The Interpreters Usage and Consent for Release of Information DCFS 74A Form was not present in all cases reviewed where a client provided interpreter was used or documented.
Individual's acceptance or refusal of written material offered in primary language	DCFS – 485 Primary Language Designation Form was not found in all cases reviewed or documented in case narrative.
Documentation of minor used as interpreter	Cases reviewed did not reveal where a minor was used as an interpreter.

<b>Documented Item</b>	<b>Children Services</b>
Documentation of circumstances for using minor interpreter temporarily	Cases reviewed did not reveal where a minor was used as an interpreter.
Method of identifying client's disability	Cases reviewed did not reveal a method of identifying a client's (Parent) disability. However, there is a method to identify if a child has a disability. These cases are transferred to a specialized Medical Unit.
Method of documenting clients' disability (physical, mental, or learning)	Cases identified for a child or noted in case record comments.
Method of offering a reasonable accommodation to the client with disability	<p>No cases found with a method of offering a reasonable accommodation to a client with a disability.</p> <p>Cases were not available for review, due to the inability to identify these cases.</p> <p>*Only for cases when a child has a disability the case is transferred to the Medical Unit.</p>
Method of documenting clients' reasonable accommodation	No cases were available to review with a client' request a reasonable accommodation.

## **B. Corrective Actions**

<b>Areas of Action</b>	<b>Corrective Action</b>
<b>Documentation if client provided own interpreter</b>	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in

<b>Areas of Action</b>	<b>Corrective Action</b>
	the case record that the applicants/recipients were so informed. <b>Div. 21-116.23</b>
<b>Documentation of interpreter signed confidentiality statement</b>	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. <b>Div. 21-116.24</b>
<b>Documentation of primary language</b>	Each agency shall ensure that case record identification shows the applicant's/recipients' ethnic origin and primary language. <b>Div. 21-201.21</b>
<b>Documentation that bilingual services were provided</b>	Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. <b>Div. 21-116.22</b>
<b>Accessibility to Programs</b>	LADCFS shall ensure that programs and activities are readily accessible to individuals with disabilities. <b>Div. 21-111.1</b>
<b>Documentation of a disability</b>	LADCFS shall ensure that case record is documented upon obtaining information that identifies an applicant/recipients as disabled. LADCFS shall document, in writing, an applicant's/recipients' request for services. <b>Div. 21-116.3</b>
<b>General</b>	LADCFS must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. <b>Div. 21-116</b>

### C. Recommendation

LADCFS must ensure staff receive training in Division Section 21-116, and, ACL No 08-65; Documentation of Interpretive Services and Documentation of a client's disability.

Family Background Forms that must be completed for each family have extensive questions relating to the Medical and Social Histories, for both the Parent & child. This should enable a worker to identify if a child and/or Parent have a disability and may require assistance. Upon review of the completed forms it would be very useful for staff to document the needs of the child and/or Parent's disability needs in the case.

## VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights, cultural awareness, Section 504, and ADA training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

### A. Findings

Interview questions	Yes	No	Comments
Do employees receive Division 21 Civil Rights Training?	Yes		However, based on Staff interviews, Staff were unable to provide answers for basic civil rights questions. Staff did not know the name of their Civil Right's Coordinator.
Do employees receive continued Civil Rights Training?		No	Per CRC survey, CR/Health and Safety trainings are open to anyone from dept., but only mandatory to new hires that work with clients. Based on staff interviews, staff stated Civil Rights trainings was briefly covered at initial hire. And, some staff do not recall if they received Civil Rights Training.
Are employees trained in the requirement of Section 504 and ADA?		No	
Do employees understand the county policy regarding a client's rights and			Staff interviews responses revealed that staff do not understand the policy

Interview questions	Yes	No	Comments
procedure to follow when receiving a discrimination complaint?		No	regarding a client's rights and procedure to follow when a discrimination complaint is filed.
Does the county provide employees Cultural Awareness Training?	Yes		
Do the CSW's receive training of Multi-Ethnic Placement Act (MEPA)?		No	Based on staff interviews training of the Multi-Ethnic Placement Act (MEPA), staff could not remember if they ever received this training or stated it was covered briefly.
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes		
Does the county provide training on how to identify clients with disabilities (physical, mental & learning)?		No	Staff interview responses was overwhelmingly high in that they have not received training on how to identify clients with disabilities.
Do employees receive training on reasonable accommodation for clients with disabilities?		No	Based on staff interviews staff stated they had not received any direction or training on how to provide a reasonable accommodation to clients with disabilities.
Do the employees understand the county policy regarding a client's right to a reasonable accommodation? Do the employees document the client's request?		No	There appears to be a gap in training of the county policy. Staff responses were more specific to when a child has a disability, they transfer to the medical unit. However, for when a Parent may have a disability, staff did not know or identify any specific policy they would

Interview questions	Yes	No	Comments
			follow or know exactly what to do and or how to document.

## B. Corrective Actions

Training Area	Corrective Action
<b>Division 21, Civil Rights Training</b>	LADCFS shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. <b>Div. 21-117.1</b>
<b>MEPA Training for Children's Social Workers</b>	LADCFS shall ensure that CSW's receive MEPA training to ensure that public contact staff has knowledge of, and properly apply the placement prohibitions contained in MEPA. <b>42 U.S.C. 672, 674, and 1996(b)</b>

## C. Recommendation

It is this reviewer's recommendation, based on information collected through staff interviews and case file reviews, there is a need to reevaluate the current civil rights training module(s).

The 2017-2018 Compliance Plan, Section XI A. 1. states the county offers web-based Training Module(s). A copy of the Microsoft-PowerPoint e-learning presentation, "Civil Rights Regulation Review" training module was provided. This module does not provide clear instructions or procedures for staff to follow when a client wishes to file a discrimination complaint. Based on staff interviews staff were not aware who LADCFS Civil Rights Coordinator is, and the process to follow if a client wished to file a complaint. There is also a need to evaluate and improve how LADCFS policies and procedures are disseminated to staff.

LADCFS has an exceptional Medical Unit, cases are referred to this unit if a child has a disability or medical need. Staff ensure those needs are met by referrals to

appropriate services. However, there doesn't appear to be a clear direction or policy that staff were aware of to follow when a Parent may have a disability or medical need and requires assistance. Further training is needed in this area.

## VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

### A. Findings from Staff Interviews, Civil Rights Coordinator, and Program Manager Surveys

Interview and review areas	Yes	No	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?		No	Based on staff interviews, employees were not able to identify the difference between complaints.
Do the employees know who the Civil Rights Coordinator is?		No	Staff interviews revealed that over 90% of staff did not know who is their Civil Rights Coordinator.
Do the employees know the location of the Civil Rights poster "Everyone is Equal... (Pub 86)" with information as to how and where the clients can file a discrimination complaint?		No	Based on staff interviews only a few staff knew the location of the Civil Rights poster and its information.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes		

## B. Corrective Action

Element	Corrective Action
<b>Discrimination Process</b>	LADCFS County shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. <b>Div. 21-117 and 21-203</b>
<b>Civil Rights Coordinator</b>	LADCFS County shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. <b>Div. 21-117 and 21-107.21</b>

## C. Recommendation

The reviewer recommends Civil Rights training shall include clear direction for staff on what steps to follow when a client wishes to file a discrimination complaint and/or other complaints such as personnel and customer service. Also, staff should have knowledge of the name and phone number of LADCFS Civil Rights Coordinator. Staff should also know the location of the poster, PUB 86, "Everyone is Different, but Equal Under the Law", which contains the name and contact information of the Civil Rights Coordinator.

It is also noted during the case file review that the reviewer came across, DCFS 2457 Civil Rights Information Form, this form needs to be updated with current Civil Rights Unit address and telephone number, and should be translated into Spanish. Staff should be informed of this form and instructed to utilize it as it is not consistently being used by CSW staff.

Staff were also unaware of two very important forms that are available and should be provided to clients in Spanish. These forms are available in Spanish; 67A Consent to Interview a Child (Spanish), and Indian Ancestry Questionnaire (Spanish), instructions for these forms should be included in trainings and be disseminated across the department.

## IX. VENDOR CONTRACTS

Counties are required to ensure contracted services with contractors, vendors, consultants, and other providers of service, who receive state or federal assistance, include the assurance of compliance agreement.

## A. Contracts Review

Number of Contracts Reviewed	10
Number of Contracts w/Assurance of Compliance Agreement	10

## X. CALL CENTER EVALUATION

N/A

## XI. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and will provide issues that the county management team can address to improve their operations from a civil rights perspective.

\*No response/input was received from the solicited communities.

## XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

Thank you for submitting your agency's Civil Rights Compliance Plan. Before approval, however, we are requesting the following augmentations to your plan:

- a. **Section II. Assignment of Resources-** Needs to be updated with current information on assignments.
- b. **Section IV. Dissemination of information –** 1) Provide policy & procedure for when the PUB 13 is given to clients.
- c. **Section V. Services to Non-English Speaking, Limited-English-Proficient and Disabled Applicants/Recipients. –**
  - 1) Provide the county's policy/procedure to identify a client's disability (physical or mental), which could limit access or participation.
  - 2) Provide the county's policy/procedure to identify a client's need for assistance due to disability, limited-English proficiency or inability to read or write.
  - 3) Provide the county's policy/procedure to provide the opportunity for a request of auxiliary aids, services, translated forms, or assignment to a bilingual worker or other interpreter.
  - 4) Provide the county's policy/procedure to ensure that services or benefits are not unduly delayed due to a client's disability, limited-English proficiency, or inability to read or write.
  - 5) Provide the policy/procedure for procuring a bilingual worker or other interpreter.

- 6) Provide the county's policy/procedure to ensure that case files identify non-English-speaking or disabled clients that when transferred from one case worker to another within the program or one program to another program, services can be provided appropriately.

**d. Section VI. Documentation of Clients' Case Records**

- 1) Please provide the policy/procedure for documentation that identifies the client is disabled.
- 2) Please provide the policy/procedure for documentation of a client's request for auxiliary aids, services or interpreter services and how those services are provided.

**e. Section VII. County Services Provided by Contractors, Subcontractors, Vendors.**

- 1) Please provide policy/procedure for ensuring that contractor staff are adequately trained in the requirements of Division 21.

**f. Section XI. Staff Development and Training**

- 1) Please provide a copy of all Civil Rights Training module(s) offered to staff.

Please submit these items with your corrective action plan for this review.

### **XIII. CONCLUSION**

The CDSS reviewer found the LADCFS staff warm, welcoming, informative and very supportive. Particular thanks to Zareh Zargaryan, Civil Rights Manager, for organizing the details of the review, and Kori Neal, and Facility Managers who assisted in each of the facility reviews. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS reviewer found the LADCFS in partial compliance, with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The CDSS reviewer found the area that needs attention is in staff training with CDSS Division 21 Regulations, and other applicable state and federal laws. LADCFS has policies and procedures to ensure that clients are provided with equal services, treatment and opportunity. However, it is clear there is a gap in disseminating policies and procedures to staff.

LADCFS must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date

of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.